

CHUCK e. FOCUS

Week 6 – February 15, 2019

Top Sales Spotlight

Company wide:

	Restaurant	2018	2019	YOY
1.	Crystal Lake, IL #053	\$17,904	\$36,156	101.9%
2.	Novi, MI #331	\$21,227	\$40,494	90.8%
3.	Hobart, IN #348	\$20,760	\$38,959	87.7%
4.	Joplin, MO #749	\$9,655	\$18,108	87.5%
5.	Flint, MI #323	\$12,405	\$23,010	85.5%
6.	La Mesa, CA #405	\$21,512	\$39,861	85.3%
7.	Rochester Hills, MI #085	\$13,881	\$25,531	83.9%
8.	Canton, MI #080	\$23,498	\$42,893	82.5%
9.	Ann Arbor, MI #334	\$11,354	\$20,513	80.7%
10.	New Orleans, LA #684	\$18,400	\$33,031	79.5%

Tesser Re-Models:

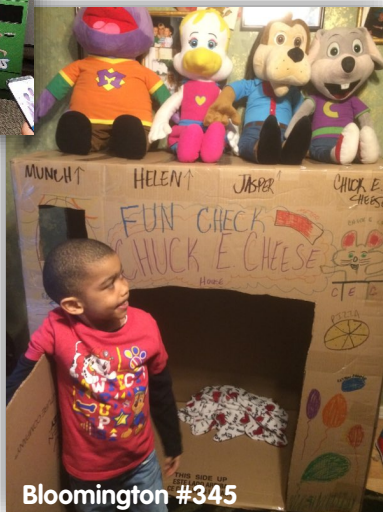
1.	Indy Castleton, IN #096	\$25,221	\$46,569	84.6%
2.	Houston, TX #032	\$24,890	\$42,064	69.0%
3.	Las Vegas SE, NV #311	\$19,876	\$32,907	65.6%
4.	Foothill Ranch, CA #371	\$22,215	\$34,713	56.3%
5.	Fort Smith, AR #301	\$27,966	\$43,670	56.2%



CHUCK E. Fanaticals



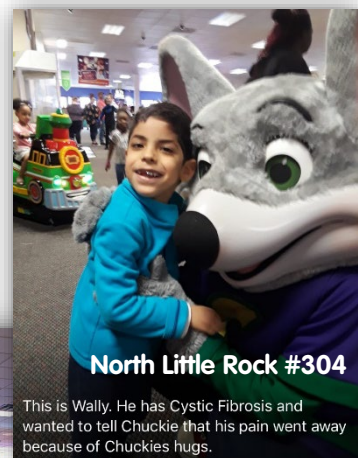
Granada Hills #429



Bloomington #345



Brownsville #853



North Little Rock #304

This is Wally. He has Cystic Fibrosis and wanted to tell Chuckie that his pain went away because of Chuckies hugs.

a&b moments...

I was there today with my 3 year old little girl. It was her first time ever there and it will always be remembered. Although it was pretty busy (and it is a Saturday) the **staff there was so helpful, friendly, and doing all they could for the guests.** Thank you for making my little girls first experience so great. She was so sad to leave. **Thank you for the great service** as I know working with the public can have it's challenges. **We were offered smiles from the time we entered until the time we left** even though you know the team was working so hard. Please tell them thank you so much!

Northeast Region
West Allis, WI #843
RVP Chris Kelly
DM Dustin Gasper
GM Angela Seaver

I really want to thank the Store Manager, BJ, for his **exceptional guest service.** He not only went out of his way to provide a great experience to us, but to the family ahead of us and behind us. He **had a ton of patience** when our 3 and 5 year old were being picky and indecisive when turning in their tickets for toys. Please thank him for us!

Southeast Region
Rockwall, TX #038
RVP Bill Eich
DM Eric Bargas
GM Michael Almasan
Sr. Asst. Mgr BJ Zimmerman



We has our son's birthday party here two years in a row. **Both times were wonderful!** Our son's name is Alexandre. Las years hostess was great, and so was this years, Hadara was awesome. **So kind and helpful, she was wonderful and made the party very memorable.** She deserves a bonus. Chuck E. Cheese was awesome too, thank you! Actually, everyone who worked that day was so kind to us and **made our visit special.** Thank you!

Western Region
Independence, MO #082
RVP Jim Brawley
DM Denny Lynch
GM Jason Scheer
Party Server Hadara

anniversaries

20+ YEARS

30 YEARS

Emilio Gutierrez
Tech Manager ~ 787

25 YEARS

Karen Tatum
Sr. Asst. Manager ~ 454

15 YEARS

Petra Perez ~ 059
Griselda Guzman ~ 465
Jason Spittler ~
Warehouse Admin

10 YEARS

Angela Bradshaw ~ 429
Amy Anderson ~ 622
Ana Garcia ~ 853

5 YEARS

Staci Lopez ~ 043
John Cooper ~ 312
James Creed ~ 387
Danielle Mcgee ~ 597
Joshua Lang ~ 799
Gregory King ~ 856

PIN earners



Congratulations to team Warwick #645 as they award their next Ruby Pin Earning, Lizmari Peralta! Lizmari joined the Chuck E. family less than 1 year ago, and already she is earning her Ruby Pin. (WOW!!) Lizmari communicates well with birthday parents in order to ensure that they are 110% satisfied. She is also engaging with the birthday child and guests at all time. Lizmari takes pride in her work and leaves guests with a positive experience. Thank you Lizmari, for all you do. Your Ruby Pin is very much deserved.

~ Liz was wonderful!~
~ Our host Liz was the best! ~

In November, team Newington #470 celebrated the accomplishments of Chabeli Bueno as she was awarded her Ruby Pin. Now just 3 months later, we again get to celebrate her accomplishments as she has now earned her Sapphire Pin! Chabeli joined the Chuck E. family just 1 year ago, and already she has reached her Sapphire Pin status! She is always checking up on parties, making sure the birthday star is having the time of their lives, and making sure her party parents never have to lift a finger. Thank you Chabeli for all you do, your Sapphire Pin is very much deserved!

~ Chabeli was a great hostess! I highly recommend this place. Everything went perfectly. ~
~ Chabeli was awesome. Great experience. Will do this again! ~



November was a special month for Team Newington #470, as they had several Party Servers reach their Ruby Pin Status. Now once again, February marks another month that they can recognize another party server for reaching their Sapphire Pin Status! Congratulations to Ananyah Smith, as she has just made this accomplishment. Ananyah joined the Chuck E. family 1 year ago, and has blossomed since then. She is always smiling and is sure to treat her parties with the utmost respect. She is always keeping everyone happy and having fun with them. Thank you Ananyah for all you do, your Sapphire pin is very much deserved!

~ Nani was amazing with Aria's party. She was so attentive, love that! ~
~ It was well organized as soon as we got there they had everything started ready as soon as we checked in. Nani was excellent and made sure we had everything for our party to go smoothly. ~

Congratulations to team Danvers #478 as they award their next Sapphire Pin Earning, Ethyn Gower! Ethyn joined the Chuck E. family in 2017, and has felt at home ever since. He is constantly checking in with parties to make sure they are always coming up 10/10. Ethyn's friendliness and general excitement for parties leaves the guests feeling like it was the best party ever. Thank you Ethyn, for all you do. Your Sapphire Pin is very much deserved!

~ Ethyn was super helpful and a great host. ~
~ We had our kids birthday party at Chuck E. Cheese in Danvers today. Everyone had a great time. Our party host Ethyn did a great job with everything. We will definitely use you again for a party. And we will be back for a regular visit as soon as our daughter will probably want to go again for her actual birthday. Thank again, Chuck E. Cheese for a great day. ~
~ Ethyn was a very nice host. He was on top of every need we had. He kept coming right over and asking if there was anything he could do to help. ~
~ Ethyn, our host, was so awesome. He did an excellent job and was very enthusiastic and a great dancer. ~





sales contest

**Rock N' Pizza Roll
Restaurant Sales Contest
2 week to go!**

Leading Restaurants Per District

Cindy Light

1. Long Beach, CA #769

Arshad Khan

1. Bell, CA #446

Wayne Casey

1. Rohnert Park, CA #399

Patricia Cedillo

1. San Diego, CA #441

Tim Kerum

1. El Monte, CA #428

John Chudzinski

1. Layton, UT #114

Steve Charlebois

1. Northridge, CA #451

Frank Cassar

1. Langley, BC #847

Tony Reynolds

1. Silverdale, WA #622

Todd Bell

1. Springfield, MO #742

Louis Deignan

1. Henderson, NV #314

Adam Shafran

1. Redwood City, CA #108

Denny Lynch

1. Topeka, KS #961

Chad Estrada

1. Flint, MI #323

Daniel De Los Santos

1. Harlem, NY #648

Denny Sanders

1. Mansfield, OH #746

Shawna Vazquez

1. Poughkeepsie, NY #505

Dan Bessemer

1. Scranton, PA #541

Mike Svoboda

1. Laurel, MD #087

Yuri Pena

1. Jersey City, NJ #484

Angela Brewer

1. Bloomington, IL #345

Troy Watring

1. Batavia, IL #349

Ali Elali

1. Dearborn, MI #359

Richard Balboni

1. Warwick, RI #645

Eric Montes

1. St. Cloud, MN #799

Susan Jensen

1. Charleston, WV #628

Jon Fiorentine

1. Snyder Plaza, PA #450

Dustin Gasper

1. Milwaukee, WI #842

Eric Bargas

1. Tyler, TX #031

Nestor Rivera

1. Jacksonville, FL #062

Frank Ramirez

1. Woodlands, TX #572

Hashem Saadat

1. Albermarle, NC #039

Anthony Chapa

1. OK City NW Hwy, OK #889

Bill Pressel

1. Bandera, TX #593

Seneca Gray-Robinson

1. St. Petersburg, FL #460

Brian Pitre

1. Houma, LA #706

Jim Hamblen

1. Gastonia, NC #635

Daniel Smoote

1. Waco, TX #856

Peter Panunzi

1. Jensen Beach, FL #690

Kelli Kasper

1. Sherman, TX #857

Joe Risnear

1. Athens, GA #612

Michele Beavan

1. Bowling Green, KY #567

Maurice Chandler

1. Memphis, TN #970

Leading Restaurants per Region

Southeast Region

1. Memphis, TN #970
2. St. Petersburg, FL #460
3. Sherman, TX #857

Northeast Region

1. Laurel, MD #087
2. Flint, MI #323
3. Jersey City, NJ #484

Western Region

1. Layton, UT #114
2. Bell, CA #446
3. Langley, BC #847

Leading Restaurants Company Wide

1. Layton, UT #114
2. Bell, CA #446
3. Memphis, TN #970
4. Laurel, MD #087
5. Langley, BC #847





Beverage Bar Cleaning

Cleaning your beverage bar nightly and thoroughly can help reduce plumbing costs, and help prevent damage to the beverage cabinet due to leaks.

- Run warm soapy water thru the beverage line nightly.
- If you see that the line is clogged (maybe with a pinkish color slime from the syrup), take off the piece that connects the hoses and run hot water through it.
- Make sure the hoses are not kinked and cutting off the circulation.
- Remember to soak the beverage nozzles with warm soapy water to remove the black debris that appears.

Questions? Please contact Gina in facilities at geldredge@cecentertainment.com



CHUCK E. LEARNING

SMTS Updates

Some updates and procedure improvements have been made to a few of our products!

Iced Cinnamon Sticks

Due to the change in cinnamon spread product, we found it necessary to take another look at our recipe and make some adjustments.

Changes:

- 2 **LEVEL** scoops of cinnamon spread
- 1 – 4 oz. soufflé cup of streusel

Churros

We discovered a new way to prepare our churros that makes them extra soft and chewy – huge win!

Changes:

- Wrap churros in parchment paper

Please refer to the email sent out by L&D for all details and copies of your updated SMTS.

If you have any questions, please reach out to

learning@cecentertainment.com



RISK MANAGEMENT

RISK management

Tip of the Week:

Adhere to the Food Safety Program:

1. Wash your hand frequently.
2. Use day dots and discard expired food immediately.
3. Make sure food is stored at the proper temperature.



MARKETING

PRESIDENTS Day OFFER

School's out and Chuck E. is ready for **FUN!**
On Monday, February 18th, an offer will be deployed for:

Free 15 minutes of **ALL YOU CAN PLAY** with a 30 minutes or more AYCP Purchase.

Select restaurants that have winter break in their areas will have this offer extended

FUN FOR ALL. FUN FOR LESS.®

15 FREE MINUTES OF ALL YOU CAN PLAY*

with All You Can Play purchase of 30 minutes or more

Available only on 2/18/19

One coupon per check. This purchase expires at the end of the day of purchase. Valid with coupon only in participating U.S. & Canada stores excluding Hawaii and Guam. No cash value. © 2019 CEC Entertainment, Inc. All rights reserved.

CHUCK E. CHEESE'S

Print this out or show on your mobile device.

*Coupon example listed above is the version **MOST** restaurants will be receiving. Those who have winter break will be receiving an extended version*

For further details regarding this offer, please refer to the communication sent out by Learning & Development.

STAR AWARDS

Congratulations to the overall winners for the 2018 Star Awards!
Your efforts and accomplishments are greatly appreciated

Northeast Region GM Star Award Winner: #531 – Rockville, MD – GM ~ Eric Campbell
Southeast Region GM Star Award Winner: #380 – Durham, NC – GM ~ Todd Harriaman
Western Region GM Star Award Winner: #377 – Lynwood, CA – GM ~ Elisa Castaneda
Overall District Manager Star Award Winner: Daniel De Los Santos ~ NE Region District Manager
Tech Manager of the Year: #323 – Flint, MI ~ Eric Bendel
Top Culture GM: Ruben Garza – SGM ~ #863 McAllen, TX and #862 Weslaco, TX
Top Culture DM: Susan Jensen, NE Area Director
Innovator of the Year: Suzanne Morton, GM ~ #118 Manassas, VA
Supporter of the Year: Clinton White ~ Sr. Manager, Head of Creative Services

Also a special congratulations to the following Q4 2018 Star Award Winners:

Retention Award:

San Bernardino, CA #415: GM ~ Dennis Lewis
Hicksville, NY #499: GM ~ William Tusa
Cedar Falls, IA #655: GM ~ Kristy Conkity
Torrance, CA #465: GM ~ Darlene Rasing
Mississauga, ON #836: GM ~ Kelly Medeiros

People Pleaser Award:

Brooklyn, NY #522: GM ~ Louis Daguindeau
Bridgewater, NJ #512: GM ~ Ashley Peace
SE Las Vegas, NV #311: GM ~ Leonor Alvarez
Sharonville, OH #738: GM ~ Megan Vanderpool
Davenport, IA #957: GM ~ Gregory Hoy

Party Pleaser Award:

Lake Jackson, TX #576: GM ~ Roxann Silva
Altoona, PA #449: GM ~ Cathy Leonard
Janesville, WI #728: GM ~ Brandon Kuffer
Harlingen, TX #864: GM ~ Johnny Ramirez
Johnstown, PA #534: GM ~ Kristen Woodard
Grand Junction, CO #708: GM ~ Kelly Savage
Herndon, VA #099: GM ~ Iris Chilin
Walnut Park, CA #787: GM ~ Jose Rodriguez

Sales Driver Award:

King of Purssia, PA #543: GM ~ Robert Newcomer
Las Vegas, NV #313: GM ~ Margarita Guevara Andrade
Harlem, NY #648: GM ~ Alexander Pringle
Greece, NY #839: GM ~ Heather Potter
Stockton, CA #631: GM ~ Anita McCarty

Community Ambassador Award:

Laredo, TX #569: GM ~ Ana Barrera
West St. Louis, MO #947: GM ~ Heidi Lupo
Sterling, VA #654: GM ~ Yesy Morales
Granada Hills, CA #429: GM ~ Yessenia Ortega
Sterling Heights, MI #103: GM ~ Patrick O'Connell

CHUCK E. CHEESE'S HOT JOBS



General Manager

423 ~ Norwalk, CA
115 ~ Littleton, CO
434 ~ Sunrise, FL
959 ~ Boise, ID
047 ~ Springfield, IL
963 ~ Lexington, KY

794 ~ Maple Grove, MN
316 ~ Reno, NV
840 ~ Amherst, NY
754 ~ Lima, OH
856 ~ Waco, TX

District Tech Manager

District Tech Manager

Sacramento, CA ~ 410

Tech Manager

108 ~ Redwood City, CA
329 ~ Citrus Heights, CA
373 ~ Gilroy, CA
414 ~ Murrieta, CA
784 ~ Vista, CA
778 ~ Naples, FL
804 ~ Jax Avenues, FL

615 ~ Fayetteville, GA
073 ~ Matteson, IL
670 ~ Columbus, IN
401 ~ Gaithersburg, MD
478 ~ Danvers, MA
713 ~ Southgate, MI
568 ~ Lincoln, NB

332 ~ Albuquerque, NM
754 ~ Lima, OH
891 ~ Tulsa, OK
970 ~ Memphis, TN
417 ~ San Antonio Military, TX
857 ~ Sherman, TX
319 ~ Greenbay, WI

Please visit www.chuckecheese.com/careers to review all open Chuck E. Cheese positions



General Manager

Sonora Village, AZ #1208

Please visit <http://www.peterpiperpizza.com/search-jobs.html> to review all open Peter Piper Pizza positions